

DETAILED ACTION

Claim Rejections – 35 USC § 101

The Examiner stated that claim 68 is rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.

Although Applicant does not agree with the Examiner's assertion, the claim has been amended purely in the interest of expediting the prosecution of the instant invention.

Claim Rejections – 35 USC § 103

The Examiner stated that the claims were rejected under 35 U.S.C. 103(a) as being unpatentable over Walker et al (U.S. Patent: 6,567,787) in view of Brockman et al (U.S. Patent: 5,826,240) and further in view of Stuart et al (U.S. Patent: 6,868,154), Rtischev et al (U.S. Patent: 5,634,086), Blair (U.S. Patent: 7,203,285), Macleod Beck et al (U.S. Patent: 6,910,072), Scarano et al (U.S. Patent: 7,076,427) in view of Brockman et al (U.S. Patent: 5,826,240), Eilbacher et al (U.S. Patent: 6,724,887), and McIlwaine et al (U.S. Patent: 6,324,282).

Applicant has amended the independent claims to include at least one of the following limitations:

logging a time displacement, based on the time displacement timestamp, per panel as a portion of a log record;

logging the voice interaction as a portion of the log record;

based on the logging evaluating the at least one voice interaction via the at least one of the plurality of panels with the assigned time displacement timestamp with at least one automatic speech recognition component adapted to analyze the at least one voice interaction

and

identifying at least one interaction handled by at least one agent, which interaction is deficient in at least one aspect, the at least one interaction being a video recording.

Support for such limitations can be found at least in Figure 4 and on page 13 of the instant invention. Applicant does not believe that the prior art teach or suggest such

Appl. No. 10/670,126
Amdt. Dated 02/27/2008
Reply to Office action of 12/27/2007

limitations. As such, Applicant believes the independent claims, as well as the claims that depend from them, are in condition for allowance.

Respectfully submitted,
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Date: February 27, 2008

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